

Volume 4, Issue 8

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Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of June. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

Aristocrat Motor Co.	Scott
Autohaus Harrisburg Inc	Ed
Balise Chevy	Fran
Balise Chrysler	Kevin
Balise Ford of Westfield	Melanie
Balise-Ford of Wilbraham	Brian
Balise Toyota	Connie
Bighorn Toyota	Don
Budd Baer Inc.	Dave
Condit Toyota	Vinnie
Guelph City Mazda	John
Gulf Coast Toyota	Jesse
Gunther Mazda	Mike
Kelly BMW	Bob
Manhattan Motorcars Inc	Gus
Marion Toyota Mitsubishi	Katrina
Newcastle Nissan	Dwayne
Pepe Performance Cars Inc	Chris
Schneider & Nelson Porsche	Peter
Stoddard Imported Cars	Cindy, Patrick
Terry Shaver Mazda	Steve
Thomas Motors L/M	Ron
Toyota of Puyallup	Steve
Van Drisse L/M	John

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New Enhancements



As always, we are working hard to add all the new developments that you have requested. If you would like to see an operation added that isn't currently included, please let us know. The following are the latest improvements:

- **Chrysler US:** Contains 2001 model year data for all sections.
- **Chrysler Canada:** Contains 2001 model year data for all sections.
- **Isuzu LV:** 2002 Axiom accessories have been added.
- **Mazda Canada:** Contains 2001 model year data for all sections.
- **Mercedes-Benz US:** The Body and Factory Maintenance sections have been updated with 2001 model information. This completes the 2001 model year update.
- **Mercedes-Benz Canada:** The Body and Factory Maintenance sections have been updated with 2001 model information. This completes the 2001 model year update.
- **Mitsubishi:** The following sections have been updated through 2001 model information: Clutch, Steering, Front Suspension, Rear Suspension, Exhaust, Automatic Transmission, Standard Transmission, Body Electrical, and Engine.
- **Subaru:** 2002 accessories have been added.
- **Toyota Canada:** 2001 accessories have been added.
- **Volkswagen Canada:** The following sections now contain 2001 model year data: Factory Maintenance, Maintenance, Fuel Supply, and Fuel Injection.